

THREE-YEAR PLAN 1991 - 1993

QUALITY ASSURANCE AND TECHNICAL SERVICES

PRESENT POSITION

1. STANDARDIZATION

- . Specifications for tobacco strips have been established and introduced for all offshore markets. The specifications include audit targets (values to be found during our TQA audit) and production targets (values to be found in the stemmery, before packing).
- . A standard procedure for the air separation efficiency of the stem tester, in line with the forthcoming Coresta method, has been elaborated. Its introduction at our suppliers level has started.
- . The introduction of the new PM infestation-control program in the Licensee factories and warehouses has started. The program is based on prevention, and consists mainly of thorough cleaning and infestation detection with pheromone trapping.
- . A standard method for the recovery and analysis of cut filler from cigarettes has been established. An instrument for the recovery of tobacco from cigarettes has been developed by PM-Berlin. This instrument, produced by an outside company, was introduced in all PME Affiliates.
- . A standard operating procedure for tobacco fumigation has been established. The procedure is in line with PM-USA recommendation. It awaits approval by PM management prior to being introduced.

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- . Specifications for main casing ingredients have been established and submitted to our suppliers. The specifications will be reviewed as soon as the US-specifications are available.
- . Menthol solutions used for foil-mentholation have been standardized. Two solutions have been eliminated, reducing the number of different menthol solutions from four to two.
- . A quality rating of our various suppliers has been established, based on a standardized reporting of defective/nonconform deliveries made to PM-Europe. This quality rating will impact next year's purchasing plan.
- . The task force of smoke-lab supervisors has made considerable progress towards standardization of methods used. Main topics completed include the method for GC analysis of water and nicotine in smoke condensate, organization of smoking analyses and the method defining the acceptability of a smoking run.
- . A task force including all DDD-panel leaders as well as leaf experts has been set up. Its main objectives are the revision of the PME DDD-method, standardization of training given to panel members and improvement of the consistency of results obtained by the different panels.
- . A task force including all Primary-QA supervisors has also been set up, with the objective of standardizing methods and specifications used in the European Primaries.

## 2. CORESTA / ISO

- . Considerable efforts have been dedicated to the CORESTA "harmonization" project. A new method is being established which will ensure the equivalence of smoking results from various types of smoking machines.
- . A new gas chromatography column, recommended to Coresta by PM for the analysis of smoke nicotine, should be qualified by end 1990.

- . ISO specifications for the new monitor cigarette IM-13 are being established through cooperative efforts between PME and PM-USA smoking laboratories.

### 3. VISUAL INSPECTION

- . The new Philip Morris Packaging Standards have been completed and distributed to the Affiliates. The standards for cigarettes, prepared in cooperation with PM-USA, were finalized and will be available early 1991. Introduction of the new system in PME will start at the beginning of 1991.
- . Comparative studies between old and new visual inspection methods have been completed and showed that similar results are obtained using adequate weighting factors.

### 4. MATERIAL QUALIFICATION

- . Three major projects for material qualifications have been completed. They include the qualification of Courtaulds Tow 3.0/35'000 Y for Pan-European Marlboro KS, new base papers for tipping papers which improve filter-tip-attachments and upgrading/standardizing medium- and high-porous plug wraps.
- . The elimination of Carbowax from all white and black semi-filters is well in progress. Panel results have been positive and supportive.
- . A project has been launched in order to introduce "concentrated base flavors" in European productions.

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## 5. FILTERS

- . A reduction of filter tow-weight has been achieved through the successful introduction of the "Rhodia-Tongue" and the reduction of filter diameter.
- . A project has been initiated in order to provide technical assistance to all PME factories to improve filter consistency and machine efficiency as well as to reduce material wastage and manufacturing costs. Initial discussions took place in all manufacturing centers with representatives of Production, Engineering, Purchasing and Quality Assurance.
- . Monthly interlaboratory tests on main filter characteristics have been fully implemented using monitoring filters.

## 6. FIRMNESS

- . All firmness instruments in PM-Europe have been checked by R&D through on-site visits. The influence of even slight temperature variations on firmness has been proven and corrective actions initiated.

## 7. SMOKING LABORATORY

- . The method for water and nicotine analysis in smoke condensate has been changed. Gas chromatography has been introduced to replace the analyses by Technicon.

## 8. AUDITS/ASSISTANCE TO LICENSEES

- . Upon request of local management, the quality system in the Tenerife factory has been audited. Conclusions have been presented and are currently being discussed.
- . On-site visits have been made to various Licensees with the objectives of improving visual quality or assessing actual quality systems.

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